

**A RESOLUTION
BY FINANCE/EXECUTIVE COMMITTEE**

A RESOLUTION AUTHORIZING THE MAYOR TO EXECUTE A SOLE SOURCE CONTRACT WITH ADTECH GLOBAL SOLUTIONS (AGS) FOR CONTRACT NUMBER FC-4513, VERINT'S WORKFORCE OPTIMIZATION SOFTWARE FOR CUSTOMER SERVICE DIVISION, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-NINE THOUSAND FOUR HUNDRED THREE DOLLARS AND NO CENTS (\$259,403.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 170502 (DWM WATERSHED CALL CENTER) 5317005 (MEDIA, PUBLISHED/ELECTRONIC) 1590000 (CUSTOMER SERVICE); AND FOR OTHER PURPOSES.

WHEREAS, the Department of Watershed Management's ("Department") current call system has only the basic capabilities to monitor voice communications between the Customer and the Utility Call Center Representatives; and

WHEREAS, the Department has the need to enhance the call system to monitor visual displays on the Utility Call Center Representative desktops during each communication session; and

WHEREAS, the Verint's Workforce Optimization Software provides a turn key solution for the enhancement that includes software, hardware, maintenance and professional services; and

WHEREAS, AdTech Global Solutions is the only provider and distributor in North America who can supply the software, hardware, maintenance and professional services and the Chief Procurement Officer has authorized a sole source procurement in accordance with the City of Atlanta Code of Ordinances Section 2-1191; and

WHEREAS, the Commissioner of the Department of Watershed Management and the Chief Procurement Officer recommend that the Contract FC-4513, Verint's Workforce Optimization Software For Customer Service Division, be awarded to AdTech Global Solutions ("AGS"), in an amount not to exceed Two Hundred Fifty-Nine Thousand Four Hundred Three Dollars and No Cents (\$259,403.00); and

WHEREAS, the City has determined that it is desirable and in its best interests to make such recommended award.

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES that the Mayor is authorized to execute Contract No. FC-4513, Verint's Workforce Optimization Software For Customer Service Division, with AdTech Global Solutions ("AGS"), on behalf of the Department of Watershed Management, in an

amount not to exceed Two Hundred Fifty-Nine Thousand Four Hundred Three Dollars and No Cents (\$259,403.00).

BE IT FURTHER RESOLVED, that all contracted work will be charged to and paid from Fund, Department Organization and Account number 5051 (Water & Wastewater Revenue Fund) 170502 (DWM Watershed Call Center) 5317005 (Media, Published/Electronic) 1590000 (Customer Service).

BE IT FURTHER RESOLVED, that the Chief Procurement Officer is directed to assist the City Attorney in the preparation of the Contract for execution by the Mayor.

BE IT FINALLY RESOLVED, that the Contract will not become binding upon the City, and the City will incur no liability under it until the Contract is executed by the Mayor, attested to by the Municipal Clerk, approved by the City Attorney as to form and delivered to AdTech Global Solutions (“AGS”).

Part II: Legislative White Paper: (This portion of the Legislative Request Form will be shared with City Council members and staff)

A. To be completed by Legislative Counsel:

Committee of Purview: Finance/Executive

Caption: A RESOLUTION AUTHORIZING THE MAYOR TO EXECUTE A SOLE SOURCE CONTRACT WITH ADTECH GLOBAL SOLUTIONS (AGS) FOR CONTRACT NUMBER FC-4513, VERINT'S WORKFORCE OPTIMIZATION SOFTWARE FOR CUSTOMER SERVICE DIVISION, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-NINE THOUSAND FOUR HUNDRED THREE DOLLARS AND NO CENTS (\$259,403.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 170502 (DWM WATERSHED CALL CENTER) 5317005 (MEDIA, PUBLISHED/ELECTRONIC) 1590000 (CUSTOMER SERVICE); AND FOR OTHER PURPOSES.

Council Meeting Date: June 16, 2008

Requesting Dept.: Watershed Management

B. To be completed by the department:

1. Please provide a summary of the purpose of this legislation (Justification Statement).

Example: The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.

The purpose of this legislation is to procure services with AdTech Global Solutions to monitor voice communications between the Customer and the Utility Call Center Representatives.

2. Please provide background information regarding this legislation.

Example: The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.

The Department of Watershed Management's current system has only the basic capabilities to monitor voice communications between the Customer and the Utility Call Center Representatives. This enhancement as well as to monitor visual displays on the Utility Call Center Representative desktop during each communications session. This is a turn key solution that includes software, hardware, maintenance and professional services.

3. If Applicable/Known:

- (a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services
- (b) **Source Selection:** N/A
- (c) **Bids/Proposals Due:** N/A
- (d) **Invitations Issued:** N/A
- (e) **Number of Bids:** N/A
- (f) **Proposals Received:** N/A
- (g) **Bidders/Proponents:** N/A
- (h) **Term of Contract:** One (1) year Software Maintenance & Support Services.

4. Fund Account Center (Ex. Name and number): #5051 (Water & Wastewater Revenue Fund) 170502 (DWM Watershed Call Center) 5317005 (Media, Published/Electronic) 1590000 (Customer Service).

Fund: _____ **Account:** _____ **Center:** _____

5. Source of Funds: *Example: Local Assistance Grant* 2008 Budget

6. Fiscal Impact: \$259,403.00

Example: This legislation will result in a reduction in the amount of _____ to Fund Account Center Number _____.

7. Method of Cost Recovery: N/A

Examples:

- a. Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.*
- b. Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.*

This Legislative Request Form Was Prepared By: Cynthia P. Brinkley

LEGISLATIVE SUMMARY

TO: Finance/Executive Committee

CAPTION

A RESOLUTION AUTHORIZING THE MAYOR TO EXECUTE A SOLE SOURCE CONTRACT WITH ADTECH GLOBAL SOLUTIONS (AGS) FOR CONTRACT NUMBER FC-4513, VERINT'S WORKFORCE OPTIMIZATION SOFTWARE FOR CUSTOMER SERVICE DIVISION, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-NINE THOUSAND FOUR HUNDRED THREE DOLLARS AND NO CENTS (\$259,403.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 170502 (DWM WATERSHED CALL CENTER) 5317005 (MEDIA, PUBLISHED/ELECTRONIC) 1590000 (CUSTOMER SERVICE); AND FOR OTHER PURPOSES.

Committee Meeting Date:	June 11, 2008
Council Meeting Date:	June 16, 2008
Legislation Title:	FC-4513, Verint's Workforce Optimization Software
Requesting Dept.:	Watershed Management
Contract Type:	Sole Source Request
Advertisement:	N/A
Bids/Proposals Due:	N/A
Invitations Mailed:	N/A
Bids/Proposals Received:	N/A
Bidders/Proponents:	AdTech Global Solutions
Contractor:	AdTech Global Solutions
Estimated Value:	\$259,403.00
Scope Summary:	A turn key solution including software, hardware, maintenance and professional services to enhance capabilities to monitor voice communications between the customer and the Utility Call Center Representative.
Background:	This is the Original Agreement – FC-4513
Evaluation Team:	Department of Watershed Management
Term of Contract:	One time purchase

Fund Account Centers:

5051 (WATER & WASTEWATER REVENUE FUND)
170502 (DWM WATERSHED CALL CENTER)
5317005 (MEDIA, PUBLISHED/ELECTRONIC)
1590000 (CUSTOMER SERVICE)

Prepared By:

Lynn Portee

Contact Number:

(404-330-6109)

CITY OF ATLANTA
DEPT. OF PROCUREMENT

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CITY OF ATLANTA

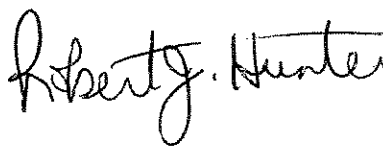
SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE SW, SUITE 5400
ATLANTA, GEORGIA 30303-0312
OFFICE (404) 330-6081
FAX (404) 658-7194

DEPARTMENT OF
WATERSHED MANAGEMENT
ROBERT J. HUNTER
COMMISSIONER

M E M O R A N D U M

TO: Adam L. Smith, Chief Procurement Officer, DOP
Department of Procurement

FROM: Robert J. Hunter, Commissioner, DWM
Department of Watershed Management 

DATE: February 18, 2008

RE: Request for Sole Source / Verint's Workforce Optimization Software
for the Customer Service Division
Contractor: AdTech Global Solutions

The Department of Watershed Management currently operates a department-wide Utility Call Center. This call center handles all incoming calls to the department regarding drinking water, sewer and billing issues. The Call Center currently receives 66,000 calls per month with a total of twenty (23) Call Center Agents.

The current system has only the basic capabilities to monitor voice communications between the customer and the Utility Call Center Representative. The Department of Watershed Management needs to enhance its capability to monitor voice communications between the customer and the UCCR; as well as monitor visual displays on the UCCR desktop during each communications session. The Verint Workforce Optimization Software can provide us with a mechanism to accomplish this task.

The provider for this software is AdTech Global Solutions. AdTech Global Solutions is the only provider and distributor in North America who provide the Department of Watershed Management a turn key solution that includes software, hardware, maintenance and professional services in this area.

Adam L. Smith
February 18, 2008
Page Two

Therefore, based on the City of Atlanta Code of Ordinances Section 2-1191 Sole Source, AdTech Global Solutions meets the requirement and the Department of Watershed Management requests approval for the purchase of the Verint's Workforce Optimization Software and to deem AdTech Global Solutions as a sole source provider.

The cost of this agreement will be charged to PATEO: **#5051 170502 5317005 in the amount of Two Hundred Fifty-nine Thousand Four Hundred-three Dollars and No Cents (\$259,403.00).**

Should you have any additional questions or concerns, please feel free to contact Cynthia P. Brinkley, Contracting Officer, Sr. at (404) 330-6096.

RJH/CPB

C: Sheila C. Pierce, Deputy Commissioner – DWM
 Debra Henson, Assistant Commissioner – CSD
 Cathy Martin, Deputy Chief Procurement Officer – DOP
 Sidney Lewis, Project Manager – CSD
 Gwendolyn J. Carswell, Watershed Manager – DWM
 Cynthia P. Brinkley, Contracting Officer, Sr. – DWM

Department of Watershed Management
Implementation of Verint Workforce Optimization Package

SECTION I
TECHNICAL SPECIFICATIONS

1.01 BACKGROUND

The City of Atlanta Department of Watershed Management (DWM) currently operates department-wide customer service call center that handles all calls coming to the department referencing drinking water issues, sewer issues and billing issues. The call center currently receives approximately 66,000 calls per month with a total of 23 call center agents on staff. DWM currently only has a basic capability to monitor voice communications between the customer and the Utility Call Center Representative (UCCR). In support of its mission, DWM needs to enhance its capability to monitor voice communications between the customer and the UCCR as well as monitor visual displays on the UCCR's desktop during each communications session. DWM desires to purchase and implement Verint's Workforce Optimization Package to meet this requirement and for following reasons:

- Accurately forecasting staffing requirements in the Call Center;
- Creating a cost and labor efficient staff scheduling model to adequately meet call volume needs;
- Increasing the level of customer service in line with DWM's and the City's strategic objectives;
- Ensuring quality interactions between call center agents and all callers.

To meet these needs, DWM will use two modules of Verint's Workforce Optimization Package:

- **Workforce Management Software:** This software will interface with Nortel's Symposium product on the phone system and use call volume statistics and history to accurately forecast scheduling needs for the call center on a daily basis. In addition, historical data will be used to forecast staffing needs to ensure that the Call Center is adequately staffed at all times.

**Department of Watershed Management
Implementation of Oracle CRM Project**

- **Quality Monitoring Software:** This software will enhance the Call Center's current ability to monitor UCCR performance via audio tracking by adding the ability to visually track desktop screens as the UCCR resolves customer issues.

1.02 SCOPE

DWM is proposing that the City use AdTech Global Solutions to implement Verint's Workforce Optimization Package because AdTech Global Solutions is the sole Enterprise Verint Witness Actionable Solutions Software distributor in North America. In addition, Verint is the only manufacturer to provide both the Workforce Management and the Quality Monitoring software in one integrated package by one manufacturer. This integration is an important concern with regards to maintenance troubleshooting, reliability and product upgradeability.

The scope of this project consists of the following areas. For each area, the scope is further broken down into specifics.

Applications	The following Verint Workforce Optimization Package applications will be implemented by AdTech as mutually agreed upon by City of Atlanta DWM and AdTech Global Solutions: <ul style="list-style-type: none">• Workforce Management Software• Quality Monitoring Software
Sites	DWM Call Center at 150 Garnett St. 4 th Floor

**Department of Watershed Management
Implementation of Oracle CRM Project**

Interface	<p>The following interfaces has been identified and is built into the product :</p> <ol style="list-style-type: none">1. Nortel Option 61c (Contact Center 6.0)
Reports	<p>The following is the number of Reports that will be needed from CRM for DWM:</p> <ol style="list-style-type: none">1. 12 reports - modification2. 4 new reports – development
Testing	<p>Testing will consist of:</p> <ol style="list-style-type: none">1. System Integration Testing (SIT) of the interface and all the customizations.2. User Acceptance Testing (UAT) of the interface and all the customizations.

All of the above elements comprise the scope of this project.



CITY OF ATLANTA

Shirley Franklin
Mayor

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55 TRINITY AVENUE, SW
ATLANTA, GA 30303
(404) 330-6204 Fax: (404) 658-7705
Internet Home Page: www.atlantaga.gov

DEPARTMENT OF PROCUREMENT
Adam L. Smith, Esq., CPPB
Chief Procurement Officer
asmith@atlantaga.gov

MEMORANDUM

TO: Robert J. Hunter
Commissioner, Department of Watershed Management

FROM: Adam L. Smith *AS*

RE: Sole Source Authorization for Verint's Workforce Optimization Software

DATE: April 2, 2008

I am in receipt of your Sole Source Request for the purchase of a mechanism to monitor voice communications between the customer and the Utility Call Center Agent ("Agent"). As stated in your request, the Call Center currently handles all incoming calls to the Department of Watershed Management regarding drinking water, sewer issues and billing questions. The Call Center currently receives Sixty Six Thousand (66,000) calls per month distributed to twenty three (23) Agents.

The current system only has the basic capability to monitor voice communications between the customer and the Agent. The Department of Watershed Management needs to enhance the capability of monitoring voice communications between the customer and the Agent, as well as monitoring visual displays on the Agent's desktop during each communication session.

The Verint Workforce Optimization Software can provide the software and equipment to accomplish this task.

As further stated in your request, AdTech Global Solutions is the only provider and distributor in North America to provide the Department of Watershed Management with a turn key solution that includes the software, hardware, maintenance and professional services.

Based on our finding, it would be in the best interest of the City to use AdTech Global Solutions as the sole source designee for providing this product and service. I have determined that your request meets the provisions of § 2-1191, Sole Source Procurement, of the Atlanta Code of Ordinances.

If you have any questions or need additional assistance, please contact Lynn Thomas Portee, Contracting Officer, at 404-330-6109.

ALS/ltp

cc: Ms. Sheila Pierce
Ms. Debra Henson

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: _____ Maisha L. Wood _____

Contact Number: _____ (404) 330-6887 _____

Originating Department: _____ Department of Watershed Management _____

Committee(s) of Purview: _____ Finance/Executive _____

Chief of Staff Deadline: _____ May 30, 2008 _____

Anticipated Committee Meeting Date(s): _____ June 11, 2008 _____

Anticipated Full Council Date: _____ June 16, 2008 _____

Legislative Counsel's Signature: _____

Commissioner Signature: _____ Robert J. Hunter _____

Chief Procurement Officer Signature: _____ Adam L. Smith _____

CAPTION

A RESOLUTION AUTHORIZING THE MAYOR TO EXECUTE A SOLE SOURCE CONTRACT WITH ADTECH GLOBAL SOLUTIONS (AGS) FOR CONTRACT NUMBER FC-4513, VERINT'S WORKFORCE OPTIMIZATION SOFTWARE FOR CUSTOMER SERVICE DIVISION, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-NINE THOUSAND FOUR HUNDRED THREE DOLLARS AND NO CENTS (\$259,403.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 170502 (DWM WATERSHED CALL CENTER) 5317005 (MEDIA, PUBLISHED/ELECTRONIC) 1590000 (CUSTOMER SERVICE); AND FOR OTHER PURPOSES

FINANCIAL IMPACT (if any): \$259,403.00

Mayor's Staff Only

Received by CPO: _____ Received by LC from CPO: _____
(date) (date)

Received by Mayor's Office: _____ 5.29.08 _____ Reviewed by: _____
(date) (date)

Submitted to Council: _____
(date)